

TEST CONTROL FACILITY GUIDE

(EXCERPTS FROM THE AU/A4/6 formerly AFIADL CATALOG)

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ESTABLISHING A TEST CONTROL FACILITY (TCF)

AU/CFRR establishes TCFs for AU course exams to ensure course examinations (CEs) are secured and administered under proper supervision. CEs are closed-book examinations that must be forwarded to and administered by official test control officers/administrators. Non active duty personnel will be assigned the nearest official TCF. (**NOTE:** Under no circumstances will a student be allowed to test at Maxwell AFB unless he/she is assigned to or on TDY status to those bases.)

On Air Force installations, the Base Training Office is the test facility for mandatory enrollees; the Education Services Center is the test facility for voluntary enrollees, unless they are combined into one test control facility. **Requests to establish test facilities for Air Force, ANG, and AFRC personnel must have the concurrence from the Director of Personnel, and the MAJCOM Education and Training manager or MAJCOM Chief, Education Services Division, as appropriate.** Air University Registrar Student Services/Records (AU/CFRR) will not honor requests for establishing test facilities that do not include written concurrences from the Director of Personnel and MAJCOM Education and Training Manager or MAJCOM Chief, Education Services Division.

Requests to establish a test facility at a geographically separated unit (GSU) must be submitted by the servicing Director of Personnel and must be approved by the MAJCOM Chief, Education Services Division or Training Manager.

- For Air Force Reserve and Air National Guard units, an official letter request must be submitted by the unit commander or designated representative.
- For Civil Air Patrol, an official letter request must be submitted through National Headquarters, Civil Air Patrol, Maxwell AFB, AL 36112-5572. Only a state wing headquarters may be established as an AU test facility.
- For non-Air Force organizations, an official letter request must be submitted directly to Air University Registrar, AU/CFR, 60 Shumacher Ave, Maxwell AFB, AL 36112-6337, and must be approved by agency commander or training director or by fax to DSN 493-8127 or com (334) 953-8127.

AU/CFRR closely monitors the requests for new testing facilities and approves only those facilities that are necessary to ensure each student is given a fair and equitable opportunity to test. Testing facilities will not be established merely for the convenience of a few enrollees.

After receiving approval to establish a TCF, AU/CFRR assigns a shred number (used to identify that facility) to the nine-digit zip code/APO/FPO number. These combined digits represent an examination code. Once established, the TCF must be made available for testing ALL personnel in that area that are enrolled in an AU4/6 or PME courses. Air Force test facilities for mandatory and for voluntary enrollees are normally separate agencies. However, organizations may consolidate mandatory and voluntary enrollment records, and one test facility may service all enrollees. AU/CFRR notifies newly established testing facility in writing via email to the POC of the assigned zipcode/shred. Upon receipt of the email notification, the POC for the new testing facility is responsible for updating the TCF database, completing the TCF survey and ensuring the test administration personnel appointment letter is forwarded to AU/CFRR before testing can be initiated at the new facility. Fax to DSN 493-8127 or com (334) 953-8127. Whenever a new test facility is established, AFPC will add the new zip code/shred to MILPDS and PCIII.

MAINTAINING AU DL TCF DATABASE

All testing facilities are now maintained in an electronic database. It is the responsibility of the Testing Facility Personnel to update the TCF Database. Email messages are sent via the TCF Database to provide the latest information about A4/6 (formerly AFIADL) E-exams, potential test compromise situations, and policy changes. If your testing facility is not receiving email traffic directly from the AU Registrar's office (CFR/TCF) via this database, then more than likely the point of contact (POC) for your testing office has changed and the TCF Database has not been updated by someone in your organization.

Accessing the TCF Database via the AF Portal

You may now log into the TCF database at <https://tcf.maxwell.af.mil> without using a CAC card. Log in is your zipcode and shred. Password is the POC that is in our database.

CAC card users may use either URL to log in.

The TCF database is now behind the AF firewall; therefore, the first step in accessing the TCF database is to establish an AF Portal account using your CAC card.

The AF Portal: <https://www.my.af.mil/faf/FAF/fafHome.jsp>

To set up an AF Portal account you must use your CAC card and follow these directions.

- Go to <https://www.my.af.mil>
- Select CAC login
- Under the heading "New AF Portal User" select "Create Account"
- Fill in the registration form
 - For service type, select "Other"
 - For Organizational Unit Type select "Other"

- For Top-Level Organization select “Other”
- For Base/Location select “Other”
- When form is complete select “NEXT,” verify information and select “SUBMIT”
- You will see “AFP Self-Registration Form: Step 3 of 3.” This page will give you some additional directions about validating your new account when using your CAC (no sooner than 30 minutes). You will receive a user name in one email and a temporary password in another email.
- Log back in using your new user name and temporary password and reset your password. Some additional information, such as service branch, time zone and phone number is requested and you must answer five questions to validate your ID.
- If you have problems, contact the AF Portal helpdesk.

Once your AF Portal account is set up, use the following link: <https://www.my.af.mil/aurepmprod/tcfst/login.jsp> (Suggest you save this link to your favorites.)

Once logged in to the AF Portal using your CAC, you will be on the TCF login screen. Your password is your TCF zipcode/shred. Your login is your email address. Select:

- Continue
- TCF Actions
- View/Update TCF Information
- Update/change information (in the far right column)
- READY (button at the bottom of the form)

NOTE: Anytime you change names in the database, you must also send a new appointment letter; anytime you send a new appointment letter, you must update the database. You will find a sample appointment letter in the TCF database. You can email it to cfr.tcf@maxwell.af.mil or fax to DSN 493-8127 or Comm 334-953-8127.

If the TCO cannot login to the TCF database, contact AU/CFRR at DSN 493-8128, ext 4 or Comm 334-953-8128, ext 4.

Annual Revalidation of AU Test Control Facilities

Annual revalidation of all testing facilities is required to ensure that only necessary TCFs are maintained as ACTIVE testing facilities in the TCF database. The revalidation process is also used to ensure the most up-to-date information is readily available for use by AU/A4/6 to mail course exams to correct locations. The TCF database information should be updated anytime during the year, not only for revalidations but anytime information about personnel, address, or phone information changes. See accessing TCF database above.

In January, AU/CFRR emails each TCO a notification to review the TCF database for current information. Instructions for logging into the database are included in the email notification. Once logged in, the instructions for completing the revalidation process are listed.

The TCO appointment letter should be updated at least annually and every time there is a change in personnel. During revalidation the appointment letter must be dated for the current revalidation year. Always use the appointment letter format in the TCF database. (This is step 3 of the revalidation process.) A copy of the signed letter may be emailed to cfr.tcf@maxwell.af.mil or faxed to AU/CFRR at DSN 493-8127 or Comm 334-953-8127; keep a copy on file at the TCF. See Appointment Policy for Test Personnel below for additional information.

DEPLOYED TESTING POLICY

In circumstances where students must test while deployed, the TCO at the home base where the unit is currently assigned must contact AU/CFRR at Maxwell AFB to determine if an official TCF already exist for the deployed location. If a TCF is already established for the location, the TCO follows test transfer procedures outlined in this Catalog. If there is no TCF at the deployed location, either of two procedures may be followed: (1) A new TCF may be established at the deployed site, or (2) the commander of the unit to be deployed may sign a letter appointing an officer or SNCO to serve as test administrator during the deployment. When a letter is used, it must include the name of the appointed test administrator, names of the students to be tested, and the mailing address of the deployed location. The home base TCF is responsible for maintaining the letter. If the tests are to be hand carried, the newly assigned test administrator must sign out the test from the TCF and transport the tests in a secure manner (i.e., locked briefcase). The newly designated test administrator must administer the tests according to testing procedures outlined in this catalog.

E-exams may not be hand carried to a deployed site on a laptop. If a unit is deploying for a period of six months or more, the commander of the home unit must request that an official test control facility be established at the deployed site. All deployed TCF requests must be approved through the unit's MAJCOM.

Students who are deployed have the option to request up to a 12-month extension. Submit the request via <http://www.auecampussupport.com>.

APPOINTMENT POLICY FOR TEST PERSONNEL

The commander or director of an established official test control facility (TCF) must appoint in writing a test control officer (TCO), an alternate test control officer (ATCO), a test administrator (TA) and an alternate test administrator (ATA) when (1) the testing office is established, (2) each time a new testing official is appointed, and (3) during the annual revalidation process.

Members must not be appointed as TCO/ATCO/TA/ATA if the member is enrolled in any AU/A4/6 or PME distance learning courses. If a TCO/ATCO/TA/ATA is required to be enrolled into an AU/A4/6 or PME distance leaning course, the member

must relinquish TCO/ATCO/TA/ATA responsibilities and then may enroll in the required course. (There is no longer a 6-month waiting period.) This restriction is also applicable to all TCOs/ATCOs/TAs/ATAs who have dual status as a federal employee and as a member of the Air National Guard or Air Force Reserve.

Appointees are responsible for controlling, securing, accounting for, and administering the CEs according to instructions contained in the AU TCF guide. The guide is part of the AU/A4/6 Catalog and is governed by AFI 36-2201, vol 4, chapter 2. **Each appointee must sign the appointment letter acknowledging that they have read and understand the testing policies and procedures that are contained in the AU TCF guide.** Use the sample appointment letter provided in the TCF database. The appointment letter must contain the TCF zip code/shred, appointee's name, pay grade, phone number, fax number, and e-mail address. A copy of the signed appointment letter must be kept on file at the TCF and a copy must be sent to the AU Registrar. Mail to AU/CFRR, 60 Schumacher Ave, Maxwell AFB, AL 36112-6337 or fax to DSN 493-8127 or Comm (334) 953-8127.

The POC for the testing office is responsible for updating new appointees in the TCF database located at: <https://tcf.maxwell.af.mil/tcfst/login.jsp>. See accessing TCF database above.

All CEs must be administered under the direct supervision of a TCO/ATCO/TA/ATA. The Commander should appoint TCOs/ATCOs/TAs/ATAs who possess unquestionable integrity, maturity, ability to maintain test security, a good speaking voice, the ability to handle a group of examinees effectively and should have training and experience in test administration.

Commanders granting TCOs approval to receive CEs for AFSCs 1N0X2 and 1N5X1 must also submit a letter to the 315th TRS/DODA, 154 Canberra Street, Suite A, Goodfellow AFB TX 76908-4002 verifying that the TCO/TA possesses at least SECRET security clearance.

The ratio for students to test administrators is 30 to 1.

TEST CONTROL FACILITY CHANGES

Changing the TCF Address

The test control officer must notify AU/CFRR, 60 Schumacher Ave, Maxwell AFB, AL 36112-6337 when the test facility zip code changes. The TCO must post all updates to the TCF database except for the official 9 digit zip code changes. If the zip code changes, the TCO must provide a written request to establish a new testing facility. Information required is the old address, old zip code and shred, as well as the new information. The changes may be faxed to DSN 493-8127 or Com (334) 953-8127. Once information is received by the AU Registrar's Office, a new testing facility will be established with the new information, and a validation notification will be emailed to the POC of the new testing facility.

Deactivating TCF

When a test facility is no longer needed, the TCO should notify AU/CFRR to deactivate the TCF. Fax deactivation requests to DSN 493-8127 or Com (334) 953-8127. If any students are actively enrolled at the time of deactivation, the TCO must inform AU/A4/6 of the zipcode/shred of the new TCF where CEs should be forwarded. Before a TCF can be deactivated, the following steps must be taken: (1) all students assigned to that TCF must be transferred to another TCF, (2) all exams must be accounted for and destroyed, (3) computers that have been loaded with the e-exams must be cleaned, and (4) E-exam Program CDs must be destroyed. The TCO must state in the deactivation requests that these steps have been accomplished. Once AU/CFRR receives the deactivation request, the TCF will be deactivated within 5-7 duty days. AU/CFRR will notify the TCO of the TCF deactivation date. No exams may be administered after the TCF is deactivated; therefore, do not request deactivation before your last testing session.

TCO Directory

All TCOs have access to query for other active testing facilities using the TCF database at <https://tcf.maxwell.af.mil/tcfst/login.jsp>. Once you have logged in using the appropriate log in and password for your TCF, select “View Other TCFs” on the menu bar. Selecting “Search all TCFs” gives you a list of all active TCFs. Search can also be completed by using zipcode, partial zipcode, or by any of the dropdown fields to include country, city, etc. Enter information using uppercase to ensure the query will work.

The TCF Directory is updated each month on the AU/A4/6 website at http://www.maxwell.af.mil/au/afiadl/registrar/tcfpage_fr.htm. Use this directory to select TCFs for new enrollees and to ensure course exams are forwarded to the correct TCF address.

TESTING/EXAMS

AIR WAR COLLEGE DISTANCE LEARNING WRITTEN EXAMS

Exams will be accessed through student AUSIS login. Exams will vary in the method of test administration and completion time for each exam.

All AWC edition 17 exams require internet access.

Education Office guidance for administering AWC exams:

Go to- <http://www.maxwell.af.mil/au/awc/dl>

Select Education Center (on the right side of the screen)

Select Air War College Distance Learning (AWC/DL) Examination

Instructions

AWC/DL POC: DSN 493-6093 or Comm 334-953-6093.

AWC Written Examinations

Maximum testing time limit – 3.5 hours, however, testing times for some exams may be less. Time limits are indicated in the testing instructions on the student’s AUSIS Resources menu. <https://ausis.maxwell.af.mil>

A clock on the AUSIS examination page will indicate the time left in the testing session. Once the time expires, the student will be notified. Upon acknowledgement by the student, the test will be submitted automatically. Do not print exam or responses. Do not save exams or student responses to the desktop. The student responses will be saved for scoring during the testing session.

If your testing office has e-exam capability then at least one computer must be connected to the internet in order to administer AWC distance learning exams.

If your testing office does not have e-exam capability (computers dedicated to testing) then the student will need to contact AWC, DSN 493-6093 or com (334) 953-6093 to have a proctor approved and receive an unlock code. Proctors cannot be enrolled in the course, nor eligible to enroll into the course. This procedure is explained in the AWC examination instructions on the AWC DL website. (see link above) The proctor will be the test control officer or a test administrator that is already on the TCF appointment letter that is maintain at your TCF and at the AU Registrars office.

Students at deployed sites where no official AU testing facility exists must contact AWC POC at DSN 493-6093 or Com (334)953-6093 or via email at awc.dl@maxwell.af.mil for assistance.

E-EXAM

If you have any questions, problems, need assistance, please do not hesitate to contact the program POCs, listed below.

The commercial prefix for all numbers is: 334-416-

**E-Exam Project Manager – Extension Course Division
(Policy, New Users, Downloads, Program Revision/Updates)**

e-exam@maxwell.af.mil

DSN: 596-3174 DSN: 596-3622

Customer Service

(Help for Installation Problems, Error Messages, File Downloads, Answer Sheet Manager Program, and the File Transfer Program (FTP) software)

DSN: 596-4552

afiadl.customer.service@maxwell.af.mil

<http://afiadl.custhelp.com>

Data Branch

(For questions about Batch File Processing and posting test scores)

databranch@maxwell.af.mil

DSN: 596-4628/4640/4188

Web Masters

(To report problems with the Web Site)

DSN: 596-4163/6174

Availability of End-of-Course Exams (CEs)

The course examination (CE) should be requested according to instructions in the course materials package.

Newly activated TCFs are sent, via separate mailings, the software and master exam CDs. After installing the software and tests from the CDs, the TCO must visit either the AFIADL or AFAEMS web sites and copy all available updates to ensure the most current and most complete file of tests are available. TCOs needing assistance in determining which updates are required, should contact the E-Exam Helpdesk via e-mail (e-exam@maxwell.af.mil) and request assistance by providing TCO name and DSN or commercial telephone number.

Active TCFs should have two CDs on file: an E-exam Software distribution CD with a printed user's manual and a master exam CD (Nov 04). These two CDs provide the majority of the CDC/PME exams available for computer-based testing. When new exams are activated, appropriate files are posted to the AFIADL and AFAEMS web sites for downloading by TCFs. Additional information is provided below in the "Keeping E-Exams Current" section.

For the Civil Engineering CerTest, one CD-ROM disk will automatically be mailed to the TCF when the student enrolls in the course. The CD-ROM will not be issued to TCFs that do not have students enrolled in Civil Engineering courses. Upon receipt of the initial CD-ROM, additional CD-ROMs can be requested by contacting A4/6O (formerly AFIADL/ECOD), 50 South Turner Blvd, Maxwell AFB, Gunter Annex, AL 36118-5643, or by calling DSN 596-4628/4640 or Comm (334) 416-4628/4640.

With implementation of the E-exam computer-based testing software, the majority of course examinations (CEs) will **not** need to be requested from AU A4/6 (formerly AFIADL). There are two exceptions: (1) Exams for Classified CDCs must be requested IAW instructions in the course package; and (2) Specific CDC exams requiring foldouts. Exams that are not available for E-exam are listed on the A4/6 (formerly AFIADL) web site (<http://www.maxwell.af.mil/au/afiadl>) E-exam page under the "Tests Unavailable in E-Exam" link.

Keeping E-Exams Current

Updated files containing new, revised, or deleted tests are posted to the AU/A4/6 web site on a regular basis (currently during the months of Jan, Mar, May, Jul, Sep, and Nov). The E-exam program displays a pop-up box reminder to check for updates during these months. Updates are posted to these sites:

A4/6 web site (<http://www.maxwell.af.mil/au/afiadl>)

AFAEMS web site (<http://afaems.langley.af.mil>)

On occasion there is a need for special, out-of-cycle updates. When these updates are made available, AU/A4/6 will e-mail notification through channels to MAJCOM education and training POCs who, in turn, will forward the information to base level units. All out-of-cycle updates will be posted to the AFAEMS site as well.

Two files are required in order to install an update to E-exam: (1) the .TST file which contains the actual tests, and (2) the .TXT file which contains the test titles that are added to the Test List in E-Exam. The TCO must download both files in order to use the updates.

Updated file names will use month and year in the title: e.g. July 2005 would be Jul05.TXT and Jul05.TST. Longer file names may be used when the file size could exceed the capacity of a 1.44 MB floppy disk. When this occurs, the following file name types will be used:

ALLJul05.TXT/.TST=all files for July 05 update

PMEJul05.TXT/.TST=only PME files for July 05 (both officer and enlisted)

FIRE&CEJul05.TXT/.TST=Fire Fighter and Civil Engineering CDC files for July 05

CDCJul05.TXT/.TST=only CDC files for July 05 (including CE and Fire Fighter)

Archiving E-Exam Updates

In December, the periodic update files for the current year will be consolidated and archived on the AU/A4/6 web site (in the E-exam page's Archived Test Updates section). Newly activated TCFs needing previous updates can download them from the Archives section.

RECEIVING COURSE EXAMS

Receiving and Validating Course Exams (CE) (Paper and Classified)

AU/A4/6 will mail unclassified CEs to TCOs who must ensure that exams (both paper and e-exams) are secure at all times and that unauthorized personnel are not permitted access to them. All exams (including the E-Exam Program CDs) are controlled items and must be inventoried, stored, and accounted for as if they are paper tests.

For Classified AFSC exams, AU/A4/6 will only mail the CE answer sheet to the TCF. TCOs must request the Course Exam booklet for these AFSCs from 17 TRS/TSRP, 170 Griffin Street, Goodfellow AFB, TX 76908, in writing (FAXs sent to DSN 477-3928/5518 or Comm (325) 654-3928/5518 are acceptable) to coordinate shipment of the CEs. The request must include the CE version number, the TCF shred, the TCF address, TCO name, DSN, and signature of unit security manager certifying that the TCO has a valid security clearance of Secret or higher and proper storage capability for material.

For all other AFSC paper exams the TCO must:

1. Check the outer envelope containing the CE to ensure it has not been tampered with (opened and resealed with tape, stapled, etc.). If it appears to have been

tampered with, refer to instructions concerning a possible compromise. **NOTE:** The test packet must *not* be opened prior to the scheduled testing period.

2. Check the student's name, the numbers that identify the course, the examination form, and the date of enrollment appearing on the address tab of the answer sheet. Be sure that the first three groups of numbers agree with the corresponding numbers on the CE booklet. *Do not open the test envelope* to check these numbers. The test form number is visible from the back side of the envelope and can be checked against the answer sheet form number without opening the envelope.
3. *After* checking the CE, the TCO must record the CE on the test inventory log. (Local forms or computerized records may be used for test inventory log.)
4. Before administering any CE the TCO must verify the student is actively enrolled in the course and determine the correct exam to administer, whether e-exam or paper test, using web CDSAR. For instructions on this process, consult the E-exam TCO guide.

IF THE NUMBERS ON A PAPER EXAM AND ANSWER SHEET DO NOT AGREE, THE TCO:

1. Does not administer the examination.
2. Retains the answer sheet.
3. Prepares a letter requesting the correct examination booklet as shown on the tab of the answer sheet (e.g., 1A251 900 01) and forwards to AU/A4/6, 50 South Turner Blvd, Maxwell AFB, Gunter Annex AL 36118-5643.
4. Destroys the incorrect exam booklet and annotates the test inventory log with reason for destruction, date, and signature.
5. Makes the same checks as above, when the new examination booklet is received.
6. Destroys the duplicate CE answer sheet if received.
7. Follows above procedures to log in the new test.

STORAGE AND SECURITY OF EXAMS

The test packet containing the CE booklet and any related material must be kept in the envelope; these envelopes along with the E-exam CDs must be stored in either (1) a metal filing cabinet equipped with a steel lock bar and a three combination dial-type padlock, (2) a metal file cabinet equipped with a combination lock, or (3) an upright safe or vault. Padlock combinations must be changed when the TCO/ATCO/TA changes or, as a minimum, annually. **NOTE:** The TCO is responsible for maintaining SF 701, Activity Security Checklist; SF 700, Security Container Information; and SF 702, Security Container Check Sheet.

CDs with the E-Exam program and tests are controlled items and must be managed as if they are an actual printed test. When not filed in the office safe (or

controlled item repository), the disks should remain under the control or observation of TCO/ATCO/TA/ATA.

If computer support personnel need access to the program CD for E-Exam, the TCO/ATCO/TA/ATA must accompany the disk to ensure that unauthorized copies of the software are not made. Allowing the CD outside of the established controlled environment/possession is considered a potential test compromise situation and must be reported to AU/CFRR.

Never allow the E-Exam program CD to be retained by or copied by computer support personnel. The E-Exam program CD must not be added to a “master software library” maintained by anyone outside of the TCO/ATCO/TA/ATA. Again, these actions constitute a test compromise situation and must be reported to AU/CFRR.

TEST INVENTORY

Test Inventory Log

The TCO must maintain a Test Inventory Log which can be a locally produced document. The log must contain all tests on file at the TCF, test identifiers (numbers, etc.), date received, date administered for testing, date returned to the safe, date destroyed, date forwarded to new TCF (due to PCS or TCF deactivation), and any other pertinent information as determined by the TCO. The TCO must conduct an inventory of test materials at least once every 90 days. The inventory requirements and guidelines vary for E-Exam and paper tests. When combinations of the two exist in the same storage container, the E-Exam CDs must appear as the lead items on the inventory, followed by the paper exams.

For E-Exam

The TCO must open the storage container and verify that all CDs associated with E-Exam are present. This includes the software distribution CD (Sep 04), the Master Test distribution CD (Nov 04), and any additional CDs that have been received from AU/A4/6. If a CD on the test inventory log is not on file, refer to instructions regarding test compromise in the guide.

For Paper Tests only

The TCO must open the storage container and identify each paper test that is physically present in the container by the examination number on the top of the front page, such as 1A251 900 01. TCOs must also verify from the front page that each paper test name is on the test inventory log. If a paper test in the safe does **not** appear on the test inventory log, annotate the examination number on the log and destroy the test booklet. **NOTE:** See instructions for destruction of test material in this guide. If a paper test appears on the test inventory log but is not on file, refer to instructions regarding test compromise in this guide.

Anytime the TCO or ATCO changes, the current TCO/ATCO along with the new TCO/ATCO must conduct a joint inventory and change the padlock or safe combinations. Both individuals must date and sign the test inventory log. The appointed test

administrator (TA) and the alternate test administrator (ATA) should also have access to the safe combination in order to administer tests.

When the Inventory is Completed

The TCO must sign the inventory log. The inventory log should be destroyed six months after the date of the inventory or when no longer required by the organization.

TESTING CONDITIONS

Testing conditions can affect test scores. Examinees testing under poor conditions may have test scores that are significantly lower than the scores of individuals testing under more favorable circumstances. For this reason, tests should be administered under standard conditions that give each person the opportunity to do his or her best. Testing conditions should encourage a person's best performance.

To ensure proper testing conditions the TCO should:

1. Avoid testing during times that conflict with known local or command exercises or mandatory functions.
2. Administer electronic tests on computers that are located in a designated area used for testing only.
3. Provide adequate, comfortable lighting for the room and working surfaces avoiding shadows and strong glare on working surfaces.
4. Control the ventilation, temperature, and humidity, if possible, to provide for the examinee's comfort. The TCO should not conduct testing when environmental conditions are so extreme that they interfere with concentration.
5. Arrange the desks or tables with aisles so the test administrator can circulate about the room during testing.
6. Prohibit smoking in the testing room.
7. Make sure testing sessions are not interrupted. Once testing has begun, excuse examinees only in an emergency (fire, tornado, medical).
8. Under no circumstance will the testing proctor orally read question(s) for the student.

NOTE: Should an E-Exam test session be interrupted, the TCO will print the student test summary, document the circumstances that caused the interruption and notify AU/A4/6. For additional information, see "Testing Policies and Procedures" and "Test Interruptions" in the E-Exam TCO Guide.

Test administrators should ensure the students:

1. Do not bring any books, briefcases, or unauthorized materials into the testing area (to include dictionary).
2. Are all tested under equal or similar conditions.
3. Are reasonably free from distracting influences in the immediate environment.
4. Understand the purpose of the test.

5. Are comfortable and not fatigued or ill.
6. Are seated far enough apart to prevent cheating.
7. Have two #2 black lead pencils with erasers. Scratch paper, if needed, will be provided by the test examiner and retrieved at the end of the test session.
8. May use a hand-held non-programmable calculator for examinations requiring this item.
9. Make sure no testing material or notes leave testing area.
10. Prohibit the possession of electronic devices (e.g., watches, beepers, cell phones) that emit a sound that could be distracting to the examinees.

Preparation for Test Administration

Before administering a test, the test session administrator must carefully study the procedures outlined in this catalog and in AFI 36-2201, Volume 4, *Air Force Training Program, Managing Advanced Distributed Learning (ADL)*. The test administrator should know the purpose of the test, materials needed, directions for administering the test, time allowed for taking the test, and how to solve problems that may arise during the test session. signed appointment letter is acknowledgement that testing personnel are subject to disciplinary action if test collusion, compromise, or loss is due to their failure to follow the requirements of AFI 36-2201, Volume 4, *Air Force Training Program, Managing Advanced Distributed Learning (ADL)*.

NOTE: Validation of course enrollment and previous score is posted.

The test session administrator is responsible for ensuring that a student is given the correct edition of a course exam; verify correct edition of exams in CDSAR prior to the test session for all students except ACSC and AWC students. Use AUSIS to verify correct edition of the exam for ACSC and AWC students. Verify that previous score is posted to CDSAR before administering any follow-on exam. *Students who do not have a valid open enrollment must not be administered any course exam.*

TESTING SESSIONS

All Course Exams (CDC, PME and Specialized) are CLOSED BOOK.

The test session administrator should briefly explain to the students the nature of the test and why it is important for them to do their best, without causing student anxiety.

Students are not permitted to have texts, notes, or other materials with them during tests (unless specified in the test booklet).

If requested, test session administrators may provide scratch paper for use during the test; if provided, the scratch paper will be retrieved by the test administrator when the student completes the test and will be destroyed IAW guidelines.

1. At the beginning of the test session, the test session administrator should:
 - Positively identify all examinees by name and SSN.
 - Fill in the proper information on the test log.

- Check each test booklet to ensure it is complete and contains no misprints or unreadable material. See ordering a replacement exam below.
 - Inform students that any compromise of test material includes unauthorized possession of test materials, discussion of test content, or manipulating test dates on electronic exams, and are violations of regulations and punishable under the provisions of the UCMJ and/or applicable civilian penalties.
 - For all testing, do not allow examinees to leave the testing room for a non-emergency or individual break unless the examinee has a medical statement to substantiate the need to take an individual break during the testing session. Bathroom breaks will only be allowed in case of an emergency. In both cases, provide an escort who meets the TA or ALTA requirements. Time for break does not count as part of examinee's testing time. Terminate testing if an examinee without a medical statement leaves the testing session after testing has begun. Explain to the examinee that the test will be scored and recorded in the student record.
2. For paper test, before the examinee begins testing, the test administrator should direct tell the student to:
- Fill in the appropriate blocks entitled "COURSE #," "COMP ID," "EDIT CODE," "SOCIAL SECURITY #," "DATE TESTED" on back of answer sheet. Mark the bubbles with #2 pencil to ensure a match when scanned at AU/A4L to prevent delay with grading and posting scores. Fill in the corresponding bubbles on the back of the answer sheet to ensure this date is posted to the AU/A4L record. If not correctly filled in, the date AU/A4L personnel scans the answer sheet will be used.
 - Check the address on the CE answer sheet to ensure results are forwarded to the correct address. If the address is incorrect, use an AU FORM 17 to correct and submit the AU FORM 17 along with the answer sheet. AU FORM 17 is available on the AU/4/6 website.
 - Print name, rank, SSAN, and date of testing on the front cover of the examination booklet.
 - Carefully read and follow the special instructions on the cover page of the course examination booklet.
 - Ask questions before opening the course exam booklet.
 - Circle the selected answers on the course exam booklet before transferring them to the answer sheet to avoid erasure marks on the answer sheet.
 - Remember that the answer sheet is in numerical sequence by column.
3. During the test session, the test session administrator is in charge of the testing room and will not leave once testing begins unless relieved by another appointed test person. (NOTE: A TCO, ATCO, TA or ATA must be present at all times during the testing session.)
- Tests must be administered in one session only. (see test interruptions below)

- The testing time for the course examination should not exceed 3 hours.
- SNCOA course exam testing time should not exceed 70 minutes.
- E-exam follows the same 3 hour guidelines as paper exams with one exception: E-exams that have a built in tutorial. The time used to take the tutorial should not be counted as part of the 3-hour time limit.

Test Replacements

If the test booklet contains errors, the test administrator must not use that test booklet and should immediately contact AU/A4/6 for further instructions. Do not copy, mail or fax portions of the booklet to AU/A4/6 for assistance as this action could result in a possible compromise. Destroy the test booklet by pulping or shredding, annotate testing log and reschedule examinee for a future test date.

Test Interruptions

Ideally, the test session should be uninterrupted. However, there are times when disruptions occur. Students will not be penalized for events beyond their control.

Each TCF should have written guidelines for managing test material during test interruptions.

In the event of a fire alarm or other emergency, the test session administrator and students must follow the appropriate local emergency response procedures. If conditions permit, the test session administrator should ensure that the PCs are powered off prior to evacuating the site. Test sessions interrupted by evacuations should be rescheduled (see Power Outages in the guide).

Power Outages

In the event of a power outage, the student should resume testing when the power is restored. The test should resume as soon as the power comes back on provided the student remains in the testing room. However, if the student elects to leave or if time does not permit, a new test session must be scheduled.

1. Cannot resume testing and testing rescheduled:

- When power outage prevents resuming a test session and students are rescheduled for another date:
- Make a list of the affected students and include the E-Exam number unlocked for that test session.
- Reschedule the test session according to local policy.
- For the rescheduled test session, administer the alternate test, not the version used when the session was interrupted.
- If the student fails the rescheduled test, the test that was aborted due to the power outage can be used as a retake (2d attempt) in the event of a test failure.

2. Students remain in test room and testing can resume:

- If you are informed that power will be restored within a reasonable time (less than 30 minutes) keep the students in the testing room (unless local policies dictate other action).
- When the power returns, unlock the same test that each student was taking when the power outage occurred.
- Follow your local procedures for completing the test session.

3. Once the test session has ended, the test session administrator must:

- Document the events including circumstances that caused the test interruption.
- Print the student's test summary (if possible).
- FTP results to AU/A4L as usual.
- Email AU/A4L at cdsar.login@maxwell.af.mil and include student name, full SSN, E-Exam number, test date and explanation of events. Request deletion of score or other corrective action needed.

TEST COMPLETIONS

After the student has completed the examination, the test session administrator should: (**NOTE:** This process is very important.)

1. The TCO/TA or ATA must directly observe E-exams being scored after entering the exit password.
2. Examine test materials to verify the student returned all materials, including authorized worksheets and scratch paper.
3. Ensure the student's name, rank, SSAN, and the date of the examination are on the front page of the test booklet in which the student has marked his/her responses.
4. Ensure a student has access to the course examination *only* during the authorized test administration period. **A student may *not* review the contents of the examination once the testing period has ended and exam (electronic or paper) has been returned to the test session administrator.** Trainers and/or supervisors are *not* authorized to review exams.
5. Retain the test booklet for 45 days from the date the student completed the test or until notified that the examination results have been received or score is verified in CDSAR or AUSIS. Tell the student that the exam booklet will be destroyed in 45 days *unless* he/she notifies you that the results have not been received. If there is any question or problem concerning the examination score, retain the booklet until AU/A4L has been contacted and the matter resolved.
6. Collect and shred, pulp, or burn all used scratch paper and worksheets.
7. Check the answer sheet to ensure there are no extraneous marks on it.

8. Place the answer sheet in the envelope provided and seal the envelope. Only appointed testing personnel should handle test documents after the test session. Do not give the envelope with the completed answer sheet to a student to mail.
9. Letters, notes, etc., should not be put in the answer sheet envelope because grading may be delayed. Annotations made on the answer sheet will be ignored; AU Form 17 must be used for queries.
10. *Do not* give the envelope with the completed CE answer sheet to a student to mail.
11. The TCO/ATCO/TA or ATA must directly observe E-exams being scored after entering the exit password.
12. Electronic scores must be transmitted immediately. This will ensure test scores are posted prior to an enrollment expiring. An electronic exam will not post automatically if received 30 days after the exam taken date. The TCO must contact AU/A4L.
13. If a student fails an E-exam, provide the student with a hard copy of the “Test Summary” which shows the learning objectives that require further study.

Reporting Results

Course examinations are graded upon receipt at AU/A4/6 and test results are mailed as quickly as possible. If a student or supervisor notifies the TCO/ATCO/TA or ATA that the test results have *not* been received and AU/A4/6 confirms that the answer sheet has *not* been received, the TCO/ATCO, TA or ATA should:

1. Report E-exam issues to AU/A4/6 using established procedures. See E-Exam Test Control Officer Guide for guidance.
2. For paper exams, request a replacement answer sheet from AU/A4/6 via <http://www.auecampussupport.com>. The TCO/ATCO/TA or ATA must mark the answers from the test booklet onto the new answer sheet and forward it to AU/A4L for scoring. *Do not* allow the student remark the answer sheet. The marked responses should then be double-checked by another authorized testing official to ensure total accuracy.
3. Mark on the test booklet the date the replacement answer sheet was forwarded to AU/A4/6. Retain the test booklet for 45 days more days or until the score is validated in CDSAR or AUSIS. Annotate the destruction of the test booklet on the test inventory log.
4. Destroy the test booklet after notification that the student received the test results, or the 45 days have elapsed, or score is validated in CDSAR or AUSIS. Annotate the destruction of the test booklet on the test inventory log.

E- Exam challenges

Questions must be challenged **during** the test session, and the comments must be as detailed as possible. All challenges are automatically sent to AU/A4/6. The information collected is equal to the student filling out an AU Form 17. Procedures for

processing a challenge are described in detail in the E-Exam Test Control Officer's Guide.

Hand Scoring

The course examination (CE) booklet or CE answer sheet will be hand-scored or verified with score received from automated grading *only* when:

1. The scanned grade received is below 040 and a discrepancy is suspected.
2. There appears to be a discrepancy in the CE booklet.
3. The CE booklet and CE answer sheet form numbers do not match.

The CE answer sheet or CE booklet will *not* be hand-scored to assist in “purge” testing for the completion to be posted before an individual meets a board, such as promotion, assignment, etc. The CE booklet will *not* be accepted for these students and the CE answer sheet will be processed in the normal grading cycle.

Verification, hand-scoring, or adjustment to a score will *not* be made to encompass items deleted after original grading took place. The score received will be based on the number of valid questions and responses marked on the answer sheet at the time of scoring.

E-EXAM RETAKES

Students taking the E-exams are allowed one retake for a failed exam (for a total of two test attempts). Follow these guidelines for e-exam test retakes:

- Students must be given a different exam form than the one failed. Use Web CDSAR to determine the correct form for the retake.
- The student may retake an exam (with a different form number) on any computer established for testing as long as the correct exam number and form number for the retake are used. Do not administer a retake exam until the official score is posted in CDSAR for the first exam.
- For CDC exams, retakes must be scheduled within 90 days of the initial test when using stand-alone (not networked) PCs.

NOTE: Fire Fighter and Civil Engineering tests with a single E-exam number require that the retake be given on the same computer used for the previous test session. The test session administrator must document the assigned computer number of the computer the student tested on in case a retest is needed. This is not necessary when testing PCs are using a server/network set-up.

E-Exam Retakes-Administrative Errors

A student who has a first failing score will be administered the alternate version of an exam. If the testing office makes a mistake by administering the same version of the exam to the student again, the test control officer

will send a letter directly to AU/CFRR at student.services@maxwell.af.mil or fax to com 334 953 8127 or DSN 493 8127. The letter must address; what happened, details on why it happened and what measure(s) have been put in place at the test control facility to ensure this type of error does not happen in the future. The AU Registrar will review the documentation and if necessary gather additional information from other sources. The AU Registrar will make a decision if the score will be posted or if the student has to retake the test again with an alternate edition. The TCF, A4/6 Student Support Services and the student will be notified of the AU Registrar's decision. If the student wants to appeal the AU Registrar's decision, it must be done within 30 days from the date the AU Registrar's notification (letter, e-mail). The appeal must be sent directly to the AU Chief Academic Officer (AU/CF) and received within the 30 day from the date of the initial notification by the AU Registrar. The Chief Academic Officer will review the appeal and render a decision. His or her decision is final.

TEST TRANSFERS

The TCO is authorized to transfer the CE to another official test control facility for an individual departing for a permanent change of station (PCS) or extended temporary duty (TDY). The TCO must verify the PCS or TDY by requesting a copy of the student's PCS or TDY orders (use the TCF address at the new location for transferring exams, not the address of the student. Annotate on the test inventory log the new TCF address, date of transfer, and signature of person making the test transfer. **NOTE:** CEs may be forwarded *only* to official AU TCFs. The departing student ***must not*** hand carry the examination to the new testing facility.

The CE packet should be securely wrapped, identified as "CONTROLLED TEST MATERIAL-TO BE OPENED BY TEST CONTROL OFFICER ONLY." This packet must be placed inside another envelope and mailed to new testing facility by first-class mail. Exams cannot be emailed.

DESTRUCTION OF EXAMS

The TCO should destroy used, surplus, damaged, or nonessential course exams by burning, shredding, or pulping and annotate the inventory log with the course exam control number, reason for destruction, date of destruction, and signature of the person performing the destruction. If the wrong exam is inadvertently destroyed, annotate the control facility inventory log and immediately contact AU/A4/6 for a replacement.

Course exams may be destroyed using the following timelines if no exam date has been scheduled. TCFs located in the continental US may destroy exams after 90 days and overseas TCFs may destroy exams after 120 days. THIS IS AN OPTIONAL POLICY AND EXAMS MY BE KEPT LONGER. **NOTE:** Exams for Professional Military Education [PME] correspondence programs should be retained and destroyed in accordance with the instructions provided by the appropriate PME school.

If the test control facility elects to retain nonessential examinations, destruction must be accomplished when the enrollment has expired. Exceptions are essential CDC exams (those required for a trainee's upgrade program), should not be destroyed until results for all exams have been received, or the student changes AFSC assignment. Failure to maintain mandatory CDC exams, even when the enrollment has expired, can result in loss of the opportunity to reactivate. Test Control officers should forward exams to the appropriate test control facility for students who transfer. **NOTE:** The test booklet destruction or transfer *must* be recorded on the test control inventory log.

TEST COMPROMISES

AU/4/6, Bases, TCFs, and MAJCOMs share responsibility in preventing loss or compromise of course exams (CEs). All military members, including USAFR and ANG members, DOD civilians, and others under Air Force authority who develop, handle, administer, or participate in the extension course program are prohibited from any actions that could result in the possible compromise of CEs. Unauthorized discussion, disclosure, or possession of CEs is a violation of Article 92, UCMJ. Members of the USAF Reserve Components who are not subject to the UCMJ are subject to applicable Air Force administrative sanctions and civilian penalties. Air Force civilian employees are subject to applicable disciplinary action according to AFI 36-704, and civilian penalties.

Potential Compromise Situations

The following are potential compromise situations that can occur as a result of actions taken on the part of individuals who develop, handle, administer, or participate in the AU CE program:

NOTE: A TCO *must not* reproduce, copy, fax, or email a course examination or any part thereof. If a student questions any part of the examination, if materials are missing, or if the booklet is misprinted, the TCO *must not* send a request to AU/A4/6 requesting assistance using the helpdesk at <http://www.auecampussupport.com>. The TCO *must* notify AU/A4/6 and provide the following information: student's name, last 4 of SSN, course number, examination form number, and the number of the items or pages in question. AU/A4/6 can take remedial action based on this information.

1. Administering any course exam to a student that does not have an active open (O) enrollment in either CDSAR or AUSIS. As electronic testing is used more widely, test administration personnel must use WEB CDSAR to verify the student enrollment information prior to the test session. Student record status codes in CDSAR are open (O), hold (H), and closed (C). Exams are to be administered only to students who have an open (O) enrollment.
2. Failing to properly identify students prior to administering a test.

3. Reviewing, accessing, or allowing review of or access to, controlled test material by any individual not specifically authorized.
4. Having an oral or written discussion concerning contents of test material with an unauthorized person.
5. Bringing any unauthorized material into the examination room.
6. Permitting reproduction or copying or faxing of any test material.
7. Removing test material from the examination room without authorization.
8. Leaving an examinee, or group of examinees, unsupervised during a testing session.
9. Being unable to account for the location or disposition of test material.
10. Improperly packaging or labeling test material for mailing in a way that could result in unauthorized disclosure.
11. Opening of, or otherwise tampering with, any package containing test materials by an unauthorized person.
12. Storing test materials improperly.
13. Destroying test materials improperly.
14. Taking or possessing test materials without authorization.
15. Taking any deliberate action that could result in the unauthorized disclosure of test material.
16. Manipulating examination dates on electronic exams.
17. Administering more than one course exam for the same course/person the same day.

SUSPECTED COMPROMISE

When a course exam is believed to be lost, or in danger of compromise the following actions *must* be taken:

TCF/TCO Responsibility

- Immediately suspend all testing of the jeopardized exam or exams at that installation.
- Impound all tests involved.
- Notify the TCF/TCO Commander and AU/CFRR (student.services@maxwell.af.mil) of the possible compromise and include the following information:
 - Test identification.
 - Date or probable date of loss or compromise.
 - Location and geographical extent of jeopardized area.
 - Verification that all testing on the jeopardized test has been stopped and tests impounded.

- AU/CFRR will provide TCO with additional instructions for investigating a potential compromise via the e-mail.

Commander Responsibility

- Determine if a potential compromise occurred. See potential test compromise situation list in this guide for some of the situations that are considered potential compromises. The list is not all inclusive.
- If it is determined that no compromise exists, notify AU/CFRR (student.services@maxwell.af.mil) using a memo for record of incident and steps taken to prevent the incident from recurring. Recurring incidents at the same TCF will be considered a potential test compromise and an investigation will be required.
- If a potential compromise does exist,
 - Appoint a field grade officer to conduct an investigation.
 - Notify AU/CFRR (student.services@maxwell.af.mil.) and the MAJCOM Chief, Education Services Division or the MAJCOM training manager of the name and phone number of the investigating officer no later than 7 workdays from discovery of the possible loss or compromise of a course examination.
 - Forward a copy of the final results of the investigation to AU/CFRR, either via email (student.services@maxwell.af.mil) or fax (DSN 493-8127 or Com 334 953-8127) and to the MACOM Office of Primary Responsibility (OPR) within 60 calendar days after the possible loss or compromise has occurred.

Investigating Officer Responsibility

- Coordinate with the Education Services Officer or MPF Education/Training Manager and AU/CFRR (student.services@maxwell.af.mil) to obtain additional information if required.
- Conduct a potential compromise investigation according to the Air Force Commanders-Directed Investigation (CDI) Guide to confirm the loss or compromise and take disciplinary action as needed.
- The final report must include:
 - Matters investigated surrounding the possible loss or compromise.
 - Facts.
 - Discussion.
 - Conclusions.
 - Recommendations.
 - Disciplinary action taken, if appropriate.
 - Specific corrective action taken to prevent similar recurrence of the loss or compromise, if appropriate.

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The MAJCOM OPR Responsibilities

- Monitor the progress of the investigation.
- Coordinate to ensure that AU/CFRR has been forwarded the final report and include any MAJCOM recommendations.

AU/CFRR Responsibilities

- Notify the testing office upon receipt of initial e-mail from TCO to suspend testing for the Test identified and provide CDI and potential test compromise information included in the Test Control Facility Guide.
- Notify AU/A4/6 Student Administration, Data Branch, Curriculum Control Branch and PME school if applicable of the potential compromise to include test identification and TCF zipcode and shred.
- Coordinate with AU/A4/6 Curriculum Control Branch or the PME school if a new exam is required.
- Notify TCO via e-mail to resume testing.